

# IOT Desktop / PC Refresh - 2017

## Who We Are:

A 10-member team that refreshes IOT customer PCs on a regular basis.

## Our Mission:

As part of Desktop Services, refresh partner agencies' PCs every four years.

**Department:** 493006

## Manager:

Carol Batzloff

## What We Do:

The team manages the scheduling, ordering, build and deployment of more than 6,000 PCs and Laptops each year to meet the IOT's commitment of a new PC/laptop every four years. Provide PCs to new hire employees. Provide loaner laptops to State Agencies.

## Our Products:

1001	Seat Charge	1136	Seat Charge - Non-Network
1001A	PC Refresh Accessories	1156	INDOT Dedicated Support
1001D	BMV Seat	1157	Seat Charge - Non-Network Plus
1001U	PC Refresh Upgrades		

## Our Tools:

vFire Ticket Management and SLA Measurement

## Our Metrics:

IOT's Metrics

## Our Customers:

State Agencies that utilize seat services provided by IOT.

## Our Budget:

\$32 Million

## Our Growth:

# SEAT Supported: 2007 = 22,461 2017 = 31,729  
# Non-Network SEAT: 2007 = 3,070 2017 = 10,081

## Major Accomplishments:

- Completed Round 2 Refresh replacing non-supported XP devices.
- New Refresh Counter: **66,034 PCs**
- Refreshed **(10,689) PCs** in **2015**
- Deployment Room Production: **12,012 PCs** in **2015**
- Surplus/Transfer PCs: **6,612** in **2015**
- IOT PCs returned: **2,665** in **2015**
- Agency Drop-Off PCs: **2,342** in **2015**
- DBAN PCs: **3,174** in **2015**
- Recycle PCs: **6,223** in **2015**

## Recent Completed Refresh Projects:

- INDOT
- FSSA
- IURC
- DNR

## Current Refresh Projects:

- BMV
- DCS
- ISDH
- IGG
- DVA